

COMMONWEALTH OF KENTUCKY  
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

MARK AND KATHLEEN GRANT	)	
	)	
COMPLAINANTS	)	
	)	
v.	)	CASE NO. 2005-00548
	)	
VERIZON WIRELESS MESSAGING	)	
SERVICES, LLC	)	
	)	
DEFENDANT	)	

O R D E R

On December 21, 2005, Mark and Kathleen Grant (“Complainants”) filed a complaint against Verizon Wireless Messaging Services, LLC (“Verizon Wireless”) disputing a bill containing usage charges and a penalty for terminating Complainants’ service contract with Verizon Wireless. Complainants claimed that they were billed for usage and termination charges despite having notified Verizon Wireless that they sought to terminate the contract because of faulty equipment and service quality issues. On January 4, 2006, the Commission entered an Order directing Verizon Wireless to answer or to satisfy the complaint. On July 18, 2006, Verizon Wireless filed with the Commission a letter it had sent to Mrs. Grant informing her that the balance of Complainants’ account had been set to zero after removal of the disputed charges. On July 24, 2006, the Commission issued an Order directing Complainants to inform the

Commission whether they accepted or rejected the offer of satisfaction. On July 28, 2006, Complainants filed notification of their acceptance of the offer of satisfaction.

Pursuant to 807 KAR 5:001, Section 12(5), after an offer of satisfaction by a Defendant, a Complainant's acceptance of the offer, and the Commission's approval, no further proceedings are necessary. Verizon Wireless made an offer of satisfaction, the Complainants accepted it, and the Commission finds that the complaint herein has been satisfied.

IT IS THEREFORE ORDERED that:

1. The offer of satisfaction by Verizon Wireless, and Complainants acceptance thereof, is approved.
2. This case is dismissed with prejudice as satisfied.

Done at Frankfort, Kentucky, this 7<sup>th</sup> day of August, 2006

By the Commission

ATTEST:



Executive Director